Company Name:	Happy Valley Telephone Company	U#: <u>1</u>	1021	Report Year:	2017
Reporting Unit Type:	▼ Total Company	Reporting Unit Name:		Total Company	

	Measurement (Compile monthly, file quarterly)			Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)	Date filed (03/06/2017)				
	Measurement (Compile i	nontiny, me quarterly)		1st Quarter			2nd Quarter			4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interv	/al	Total # of business days	67	67		55		63	49	60	27	14	27	46	
Min. standard = 5		Total # of service orders	13	14		16		15	10	21	11	5	9	11	
iii. staitdard – 5 bus. days		Avg. # of business days	5.15	4.79		3.44	3.33	4.20	4.90	2.86	2.45	2.80	3.00	4.18	
		Total # of installation commitments	13	14	14	16	24	15	10	21	11	5	9	11	
Installation Comr	mitment	Total # of installation commitment met	13	14	14	16	24	15	10	21	11	5	9	11	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	C	0	0	0	0	0	0	0	0	0	C	
		% of commitment met	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers		Acct # for voice or bundle, res+bus	2,018	2,008	1,998	1986	1984	1972	1,964	1,953	1,945	1923	1901	1913	
Customer Troubl	e Report														
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
-	units w/ 3,000 lines)	% of trouble reports													
arc		% of trouble reports													
L D	8% (8 per 100 working lines for	Total # of working lines	2331	2322		2290	2288	2288	2278	2271	2257	2,244	2,229	2,216	
Standard	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	37	30		23		34	30	11	6	27	17	18	
Ā.	,	% of trouble reports	1.59%	1.29%	1.43%	1.00%	1.84%	1.49%	1.32%	0.48%	0.27%	1.20%	0.76%	0.81%	
Ξ	10% (10 per 100 working lines	Total # of working lines													
	for units w/ 1,000 lines)	Total # of trouble reports													
	ioi dilits w/ 1,000 lilles)	% of trouble reports													
		Total # of outage report tickets	15	10	14	8	26	24	18	5	5	9	7	6	
		Total # of repair tickets restored in < 24hrs	15	10		8	25	23	18	5	5	9	6	- 5	
Adjusted		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	96.15%	95.83%	100.00%	100.00%	100.00%	100.00%	85.71%	83.33%	
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	84.42	29.87	73.02	26.25	203.72	191.25	98.48	25.2	15.87	55.45	53.7	91.3	
Min. standard = 90	•	Avg. outage duration (hh:mm)	5.63	2.99	5.22	3.28	7.84	7.97	5.47	5.04	3.17	6.16	7.67	15.22	
		Indicate if catastrophonc event is in a month													
Unadiusted		Total # of outage report tickets	15	10	14	8	26	24	18	5	5	9	7	6	
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	12	6	8	4	21	17	11	3	5	5	2	- 5	
		% of repair tickets restored 24 Hours	80%	60%	57%	50.00%	80.77%	70.83%	61%	60%	100%	55.56%	28.57%	83.33%	
		Sum of the duration of all outages (hh:mm)	490.95	235.60	467.76	274.33	511.68	735.2	577.03	143.23	48.28	285.22	271.47	89.37	
		Avg. outage duration (hh:mm)	32.73	23.56	33.41	34.29	19.68	30.63	32.06	28.65	9.66	31.69	38.78	14.90	
Refunds		Number of customers who received refunds	0	1	5	1	3	1	0	2	0	3	0	1	
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 121.13	\$ 30.34	\$ 115.39	\$ 4.13	\$ -	\$ 76.39	\$ -	\$ 142.50	\$ -	\$ 41.35	
Answer Time (Tro	uble Reports, Billing & Non-Billing)											\neg			
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing													
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent													
		%< 60 seconds													
		<u>.</u>													
1															

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: Gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Primary Utility Contact Information

Email:

Phone:

Company Name:		Happy Valley Telephone Company					U#:	1010	Report Year: 20					
Reporting Unit Type: Total Company Texchange Wave Cer Measurement (Compile monthly, file quarterly)		☐ Total Company ☐ TExchange ☐ Wife Cer	nter				Reporting Unit Na	me:		Igo				
			Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx 4th Quarte		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	
stallation Interval		Total # of business days	0	6	21	6	7	1	2		1	1		
	a daya	Total # of service orders	0	1	3	2	3	1	1	1	1	1		
n. standard = 5 bus. days		Avg. # of business days	#DIV/0!	6.00	7.00	3.00	2.33	1.00	2.00	1.00	1.00	1.00	1.00	
		Total # of installation commitments	0	1	3	2	3	1	1	1	1	1		
stallation Commit	ment	Total # of installation commitment met	0	1	3	2	3	1	1	1	1	. 1		
in. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	(
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
ustomers		Acct # for voice or bundle, res+bus	334	332	330	329	328	329	329	324	323	324	314	
ustomer Trouble F	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ 3,000 lines)	% of trouble reports												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines	Total # of working lines													
		Total # of trouble reports												
	units w/ 1,001 - 2,333 inles/	% of trouble reports												
		Total # of working lines	383	378	376	373	372	373	373	373	367	368	368	
		Total # of trouble reports	303	5/6	10	2	972	5/5	5/5	3/3	2	9	300	
	for units w/ 1,000 lines)	% of trouble reports	2.35%	1.32%	2.66%	0.54%	2.15%	1.34%	1.61%	0.80%	0.54%	2.45%	1.36%	
		Total # of outage report tickets	2.55 %	1.52 /0	2.00 /6	0.5470	2.1370		1.0170	0.00 /0	0.5470	2.43%	1.507	
		Total # of repair tickets restored in < 24hrs	5	1	6	1	5	3	3	1	2	2		
djusted		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		50.00%	
ut of Service Repo	ort	Sum of the duration of all outages (hh:mm)	29.47	4.12	39.52	7.08	21.28		13.3	5.1		14.63	29.98	
in. standard = 90%		Avg. outage duration (hh:mm)	5.89	4.12	6.59	7.08	4.26		4.43			7.32	14.99	
iii. Staildaid – 5070	Within 24 1113	Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	5	1	6	1	5	3	3	1	2	2		
nadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	5	1	2	0	2	1		
ut of Service Repo	ort	% of repair tickets restored 24 Hours	80%	100%	67%	0%	100%		67%	0%	100%		50%	
		Sum of the duration of all outages (hh:mm)	80.06	4.10	116.66	72.50	38.18	86.97	70.06	26.25	24.33	35.33	33.00	
		Avg. outage duration (hh:mm)	16.01	4.10	19.44	72.50	7.64	28.99	23.35	26.25	12.17	17.67	16.50	
efunds		Number of customers who received refunds	0	0	3	0	0	0	0	0	0	1		
Mor		Monthly amount of refunds	\$ -	\$ -	\$ 60.79	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70.65		
nswer Time (Trouble Reports, Billing & Non-Billing)														
		Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent												
o agoni (wa menu	option to reach live agent).	%< 60 seconds						1						
		/o <u><</u> 00 Seconds												
		1				<u> </u>		1						

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Email:

Company Name:		Happy Valley Telephone Comp	-			U#:	1010			Report Year:	2017		i.		
Reporting Unit T	ype:	☐ Total Company ☐ Exchange ☐ Wife Cer	nter				Reporting Unit Name	:	Minersville						
	Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017) 1st Quarter				Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interva	ı	Total # of business days	0		5	3	10	1	(0	0	0	0	(
Min. standard = 5 b		Total # of service orders	0		1	3	5	1	(0	0	0	0	(
IVIIII. Staridard = 0 b	us. days	Avg. # of business days	#DIV/0!	#DIV/0!	5.00	1.00	2.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Total # of installation commitments	0	0	1	3	5	1	(0	0	0	0	(
Installation Comm	itment	Total # of installation commitment met	0	0	1	3	5	1	(0	0	0	0	(
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	(0	0	0	0	(
		% of commitment met	#DIV/0!	#DIV/0!	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers		Acct # for voice or bundle, res+bus	70	69	70	70	72 70		70	70	67	62	61	6′	
Customer Trouble	Report														
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
units w/ 3,000 lines)	% of trouble reports														
Standard		'													
a	8% (8 per 100 working lines for	Total # of working lines													
ĸ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
Σ Ξ		% of trouble reports													
	10% (10 per 100 working lines	Total # of working lines	107		105	106	109	110	110	110	110	102	99	96	
	for units w/ 1,000 lines)	Total # of trouble reports	5		3	4	8	3	2	1	0	1	0		
	, , , , , , , , , , , , , , , , , , , ,	% of trouble reports	4.67%		2.86%	3.77%	7.34%	2.73%	1.82%	0.91%	0.00%	0.98%	0.00%	1.04%	
		Total # of outage report tickets	5		3	3	6	2	(1	0	1	0	(
		Total # of repair tickets restored in ≤ 24hrs	5	v	0	3	6	2	(0	1	0	(
Adjusted		% of repair tickets restored 24 Hours	100.00%		100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%		#DIV/0!	
Out of Service Rep		Sum of the duration of all outages (hh:mm)	32.48		14.83	10.43	50.32	6.78	(4.38	0	4.72			
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94	3.48	8.39	3.39	#DIV/0!	4.38	#DIV/0!	4.72	#DIV/0!	#DIV/0!	
		Indicate if catastrophonc event is in a month													
Unadjusted		Total # of outage report tickets	5	0	3	3	6	2	(1	0	1	0	(
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	4		0	2	4	1	(0	0	0	0	(
		% of repair tickets restored 24 Hours	80%	#DIV/0!	0%	67%	67%	50%	#DIV/0	0%	#DIV/0!	0%	#DIV/0!	#DIV/0	
		Sum of the duration of all outages (hh:mm)	298.75	0.00	297.46	67.45	123.41	102.77	0.00	68.58	0.00	28.45			
		Avg. outage duration (hh:mm)	59.75	#DIV/0!	99.15	22.48	20.57	51.39	#DIV/0!	68.58	#DIV/0!	28.45	#DIV/0!	#DIV/0!	
Refunds		Number of customers who received refunds	0	0	1	0	1	1	(0	0	1			
		Monthly amount of refunds	\$ -	\$ -	\$ 31.99	\$ -	\$ 37.99 \$	4.13	\$ -	\$ -	\$ -	\$ 44.50			
Answer Time (Trou	ble Reports, Billing & Non-Billing)														
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
	u option to reach live agent).	Total # of call seconds to reach live agent													
3	e agent (w/a menu option to reach live agent).	%< 60 seconds													
					Primary Utility Co	ntact Information									

Phone:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:		Happy Valley Telephone Compan	у			,	U#:	1010			Report Year:	-	2017	
Reporting Unit Typ	oe:	☐ Total Company ☐ Fexichange ☐ Write Ce	nter			Í	Reporting U	nit Name:		Olinda				
	Measurement (Compile m	onthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed 08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter	
			Jan	Feb	Mar	Apr	Mav	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	58	59	48	27	51	17	46		24		25	43
nstallation Interval		Total # of service orders	11	11	9	4	13	5	8		8	3	7	10
in. standard = 5 bus. days		Avg. # of business days	5.27	5.36	5.33	6.75	3.92	3.40	5.75		3.00	4.00	3.57	4.30
		Total # of installation commitments	11	11	9	4	13	5	8	18	8	3	7	10
nstallation Commitm	ment	Total # of installation commitment met	11	11	9	4	13	5	8	18	8	3	7	10
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0		0		0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	1292	1287	1279	1267	1260	1247	1238		1231	1219	1208	1215
Customer Trouble R	eport													
	C0/ (C = == 400	Total # of working lines												
6% (6 per 100 working lines for	Total # of trouble reports													
5	units w/ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
盟	8% (8 per 100 working lines for	Total # of trouble reports												
Ä.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
			4.400	4424	4.400	4444	1.105	1200	1207	4270	4070	4200	4004	4057
	10% (10 per 100 working lines	Total # of working lines	1436	1434	1428	1414	1405	1398	1387		1373	1369	1361	1357
	for units w/ 1,000 lines)	Total # of trouble reports % of trouble reports	1.39%	1.46%	0.98%	13 0.92%	0.93%	1.00%	1.30%	0.36%	0.22%	0.66%	0.37%	0.44%
		Total # of outage report tickets	1.39%	7	0.98%	0.92%	0.93%	1.00%	1.30%		0.22%	0.00%	0.37%	0.44%
		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	4	7	5	2	4	8	12		2	3	2	1
A -1:		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	88.89%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Adjusted Out of Service Repo	-4	Sum of the duration of all outages (hh:mm)	19.37	19.43	18.67	3.53	15.12	135.93	66.42		9.2	11.53	8.87	24
Min. standard = 90% v		Avg. outage duration (hh:mm)	4.84	2.78	3.73	1.77	3.78	15.10	5.54		4.60	3.84	4.44	24.00
viiii. Standard – 90 /0	within 24 1113	Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	4	7	5	2	4	9	12	2	2	3	2	1
Out of Service Repo	rt	Total # of repair tickets restored in ≤ 24hrs	3	4	4	2	3	7	7		2	1	0	1
•		% of repair tickets restored 24 Hours	75%	57%	80%	100%	75%	78%	58%		100%	33%	0%	100%
		Sum of the duration of all outages (hh:mm)	89.40	154.00	53.63	8.90	154.05	289.30	448.15	25.58	22.43	202.05	55.78	23.98
		Avg. outage duration (hh:mm)	22.35	22.00	10.73	4.45	38.51	32.14	37.35	12.79	11.22	67.35	27.89	23.98
Refunds		Number of customers who received refunds	0	1	1	0	0	0	0	1	0	1		
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 28.35	\$ -	\$ -	\$ -	\$ -	\$ 46.55	\$ -	\$ 27.35		
Answer Time (Trouble	Reports, Billing & Non-Billing)													
Min. standard = 80% of calls ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing		Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menu option to reach live agent). Total # of call seconds		Total # of call seconds to reach live agent												
• • • • • • • • • • • • • • • • • • • •		%< 60 seconds												
10_10		_												
			,	Prima	ry Utility Con	ntact Informa	tion					1		

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

U#:

1010

Report Year:

Email:

2017

Reporting Unit Type: Total Company Lexitained Mite Center						ļ	Reporting Unit Name	:		Platina				
Measurement (Compile monthly, file quarterly)				Date filed (05/10/2017)				Date filed (xx/xx/xxxx)						
	weasurement (Compile in	ontiny, me quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		I=	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	6	1	0	3	0	3	0	1	0	0	0	(
lin. standard = 5 bus. days		Total # of service orders	1	1 100	401/401	1	0	1	0	1 100	0	0	0	#DIV/01
		Avg. # of business days	6.00	1.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	_	Total # of installation commitments	1	1	0	1	0	1	0	1	0	0	0	(
Installation Commitr		Total # of installation commitment met	1	1	0	1	0	1	0	1	0	0	0	(
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	(
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	65	65	65	64	64	65	65	64	63	63	63	62
Customer Trouble R	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ 3,000 lines)													
<u>ā</u>		% of trouble reports												
Ĕ	8% (8 per 100 working lines for	Total # of working lines												
มี เรื่ 10%	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	103	101	102	101	101	100	101	101	99	99	99	99
	for units w/ 1,000 lines)	Total # of trouble reports	0	1	1	1	2	0	0	1	1	0	1	(
	for units w/ 1,000 lines)	% of trouble reports	0.00%	0.99%	0.98%	0.99%	1.98%	0.00%	0.00%	0.99%	1.01%	0.00%	1.01%	0.00%
		Total # of outage report tickets	0	1	0	1	2	0	0	0	1	0	1	(
		Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1	0	0	0	1	0	1	(
Adjusted		% of repair tickets restored 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	#DIV/0!
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	0	1.37	0	2.37	66.92	0			1.53	0	0	(
Min. standard = 90%		Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	2.37	33.46	#DIV/0!	#DIV/0!	#DIV/0!	1.53	#DIV/0!	0.00	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	0	1	2	0	0	0	1	0	1	(
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	0	0	1	0	1	(
		% of repair tickets restored 24 Hours	#DIV/0!	0%	#DIV/0!	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0
		Sum of the duration of all outages (hh:mm)	0.00	72.56	0.00	24.55	90.90	0.00			1.53	0.00	9.53	0.00
		Avg. outage duration (hh:mm)	#DIV/0!	72.56	#DIV/0!	24.55	45.45	#DIV/0!	#DIV/0!	#DIV/0!	1.53	#DIV/0!	9.53	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	0	1	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ 35.35 \$	-	\$ -	\$ -	\$ -			
Answer Time (Trouble	e Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent												
agoni (w/a mena	op.io to readil live agent).	%< 60 seconds												
		70 <u>x</u> 00 30001103												
		1												
					Primary Utility Co	ntact Information								

Phone:

Company Name:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Happy Valley Telephone Company

Company Name:		Happy Valley Telephone Comp			1	U#:	1010		ı					
Reporting Unit Ty	rpe:	☐ Total Company ☑ Exchange ☐ Wife Cen	hter			ı	Reporting Unit Name:			Trinity Center				
	Measurement (Compile m	onthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)		Date filed (xx/xx/xxxx) 4th Quarter					
	` .	· · · · · · · · · · · · · · · · · · ·	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter Mav	Jun	July	3rd Quarter Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days Total # of service orders	3	1	5	16 6	12 3	41	1 1	2	2 2	1	0	(
lin. standard = 5 bus. days		Avg. # of business days	3.00	1.00	5.00	2.67	4.00	5.86	1.00	2.00	1.00	1.00	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	1	6	3	7	1	1	2	1	0	(
Installation Commit	ment	Total # of installation commitment met	1	1	1	6	3	7	1	1	2	1	0	(
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	(
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	257	255	254	256	260	261	262	261	261	255	255	254
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/ 3,000 lines)	units w/ 3,000 lines)	% of trouble reports												
	· · · · · · · · · · · · · · · · · · ·													
a	8% (8 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	302	302	298	296	301	307	307	308	308	306	302	297
	for units w/ 1,000 lines)	Total # of trouble reports	3	3	5	3	11	12	4	1	0	8	6	
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports	0.99%	0.99%	1.68%	1.01%	3.65%	3.91%	1.30%	0.32%	0.00%	2.61%	1.99%	1.68%
		Total # of outage report tickets	1	1	0	1	9	10	3	1	0	3	2	(
		Total # of repair tickets restored in ≤ 24hrs	1	1	0	1	9	10	3	1	0	3	2	(
Adjusted		% of repair tickets restored 24 Hours	100.00%	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!
Out of Service Repo		Sum of the duration of all outages (hh:mm)	3.1	4.95		2.83	50.08	33.33	18.77	5.65	0	24.57	7.8	(
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!	2.83	5.56	3.33	6.26	5.65	#DIV/0!	8.19	3.90	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	1	0	1	9	10	3	1	0	3	2	(
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	8	8	2	1	0	3	0	(
		% of repair tickets restored 24 Hours	100%	100%		0%	89%	80%	67%	100%	#DIV/0!	100%	0%	#DIV/0
		Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00	100.92	105.15	256.18	58.83	22.83		19.40	173.13	0.00
		Avg. outage duration (hh:mm)	22.73	4.94	#DIV/0!	100.92	11.68	25.62	19.61	22.83	#DIV/0!	6.47	86.57	#DIV/0!
Refunds		Number of customers who received refunds	0	0		1	1	0	0	1	0	0	0	(
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 30.34	\$ 42.05 \$	-	\$ -	\$ 29.84	\$ -	\$ -	\$ -	\$ -
Answer Time (Troub	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
•		%< 60 seconds												
		1	ı		Primary Utility Cor	ntact Information	l							

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